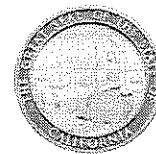




CDSS

JOHN A. WAGNER
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



ARNOLD SCHWARZENEGGER
GOVERNOR

September 24, 2009

Kelly L. Woodard, Director
Madera County Department of Human Services
700 E. Yosemite Avenue
Madera, CA 93638

Dear Ms. Woodard:

I want to take this opportunity to thank you and your staff for the cooperation and assistance provided the reviewer from our office during the course of the Civil Rights Compliance Review of December 8, 9, 2008 and January 12, 2009. Please accept my apology for the delay. Enclosed is the final report on the review.

There were some compliance issues (deficiencies) identified in the report, which will require the development of a corrective action plan (CAP). Please submit your CAP within sixty days of this letter. Please address each deficiency and include steps and time lines for the completion of all corrective actions and recommendations listed in the attached report.

We will provide a copy of our report to any individual who makes a Public Records Act (PRA) request. Our reports are considered public documents under the PRA. Once we approve your CAP, it too, becomes a public document. Per the Governor's Executive Order S-08-09, all compliance reviews (and corresponding CAPs) performed after January 2008 will be posted on the state's Reporting Government Transparency website.

If you need technical assistance in the development of your CAP, please feel free to contact the Civil Rights Bureau at (916) 654-2107 (voice) / (916) 654-2098 (TDD). You may also contact us by e-mail at crb@dss.ca.gov.

Sincerely,

RAMON S. LOPEZ, Chief
Civil Rights Bureau
Human Rights and Community Services Division

Enclosure

c: Terry Hurt, Civil Rights Coordinator

Chris Webb-Curtis, Branch Chief, CDSS Supplemental Nutrition Assistance Program
M.S. 8-9-32

Mike Papin, CDSS Supplemental Nutrition Assistance Program
Food Stamps Policy Bureau M.S. 8-9-32

Richard Trujillo, CDSS Supplemental Nutrition Assistance Program
Food Stamps Policy Bureau M.S. 8-9-32

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**CIVIL RIGHTS COMPLIANCE REVIEW REPORT
FOR
MADERA COUNTY DEPARTMENT OF HUMAN RESOURCES
Conducted
on
December 8, 9, 2008 & January 12, 2009**

**California Department of Social Services
Human Rights and Community Services Division
Civil Rights Bureau
744 P Street, M.S. 8-16-70
Sacramento, CA 95814
(916) 654-2107**

Reviewer

Elsa Garcia

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CIVIL RIGHTS COMPLIANCE REVIEW REPORT

I. INTRODUCTION

The purpose of this review by the California Department of Social Services (CDSS) Civil Rights Bureau (CRB) staff was to assess the Madera County Department of Social Services (MCDSS) with regard to its compliance with CDSS Manual of Policies and Procedures (MPP) Division 21 Regulations, and other applicable state and federal civil rights laws.

An on-site compliance review was conducted on December 8, 9, 2008 and continued on January 12, 2009. An exit interview was held on January 12, 2009, to review the findings.

The review was conducted in the following locations:

Name of Facility	Address	Programs	Non-English languages spoken by a substantial number of clients (5% or more)
Oakhurst Office	41969 Hwy 41 Suite B, Oakhurst	CalWORKS, NAFS	None
Chowchilla Office	125 S Second St, Chowchilla	CalWORKS, NAFS	Spanish
Madera Office	441E Yosemite, Madera	APS, IHSS	Spanish

II. SUMMARY OF METHODOLOGY

In preparing for this review, CDSS staff completed the following tasks:

- Reviewed the 2007-2008 Annual Civil Rights Plan submitted by the County.
- Reviewed the civil rights discrimination complaint database for a complete listing of complaints filed against the County for the last year.

Headquarters and on-site review procedures included:

- Interviews of public contact staff
- Survey of program managers
- Case file reviews
- Facility inspections

Each site/program was reviewed for compliance in the following areas:

- Dissemination of Information
- Facility Accessibility for Individuals with Disabilities
- Bilingual Staffing/Services for Non-English-Speaking Clients
- Accessibility for Clients with Visual or Hearing Impairments
- Documentation of Client Case Records
- Staff Development and Training
- Discrimination Complaint Procedures

Here is a summary of the sources of information used for the review:

Interviews Conducted of Public Contact Staff

Classifications	Total	Bilingual
Eligibility Workers	7	3
Social Workers	3	1
Receptionist/Screeners	2	2
Total	12	6

Program Manager Surveys

Number of surveys distributed	3
Number of surveys received	3

Reviewed Case Files

English speakers' case files reviewed	41
Non-English or limited-English speakers' case files reviewed	31
Languages of clients' cases	English, Spanish, Punjabi, Portuguese, Armenian

Sections III through VIII of this report contain specific Division 21 civil rights requirements and present field review findings regarding the county's compliance with each requirement. The report format first summarizes each requirement, then the actual review team findings, including appropriate comparisons. This format is an effort to validate the application of policies and procedures contained in the annual plan. Required corrective actions are stated at the end of each section.

Section IX of the report is reserved for a declaration of overall compliance.

III. DISSEMINATION OF INFORMATION

Counties are required to disseminate information about program or program changes and about how applicants and recipients are protected by the CDSS regulations (Division 21). This dissemination should occur through outreach and information to all applicants, recipients, community organizations, and other interested persons, including non- and limited-English speakers and those with impaired hearing or vision or other disabling conditions.

A. Findings

Access to Services, Information and Outreach	Yes	No	Some-times	Comments
Does the county accommodate working clients by flexing their hours or allowing applications to be mailed in?	X			Special arrangements can be made to accommodate the client's schedule.
Does the county have extended hours to accommodate clients?		X		No extended hours on a regular basis. Special arrangements can be made to accommodate the client's schedule.
Can applicants access services when they cannot go to the office?	X			Clients can access services by telephone, mail, the Internet and home visits when needed.
Does the county ensure the awareness of available services for individuals in remote areas?	X			The county ensures awareness through the media, the Internet, and community outreach such as health, food and job fairs.

Signage, posters, pamphlets	Yes	No	Some-times	Comments
Does the county use the CDSS pamphlet "Your Rights Under California Welfare Programs" (Pub 13)? Is the pamphlet distributed and	X			All staff interviewed stated the Pub 13 is distributed at initial contact, and at renewal/re-certification.

Signage, posters, pamphlets	Yes	No	Some-times	Comments
explained to each client at intake and re-certification?				Each participant is required to watch a video of the Pub 13 information, and asked to sign a document that they understood their rights.
Was the current version of Pub 13 available in English, Spanish, Lao, Vietnamese, Chinese, Hmong, Russian, Korean, Farsi, Arabic, Laotian, Tagalog, Armenian and Cambodian?		X		Madera Office: 441 E. Yosemite, Madera, only had English and Spanish versions of the Pub 13.
Was the Pub 13 available in large print, audiocassette and Braille?		X		The Braille version of the Pub 13 was not found at the Chowchilla Office: 125 S Second St, Chowchilla.
Were the current versions of the required posters present in the lobbies?		X		Pub 86 Poster was not current in the Madera Office: 441 E. Yosemite, Madera
Did the workers know the location of the required posters with the Civil Rights Coordinator's name and address?		X		Not all staff interviewed were aware of the required posters location.
Were there instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English-speaking clients translated into appropriate languages?	X			

B. Corrective Actions

Informational Element	Corrective Action Required
Translated Pub 13	MCDSS shall ensure that the current version of the Pub 13 is available in all languages translated by CDSS and that the available translated versions are given to the clients in their primary language. Div. 21-115.2
Auxiliary aids	MCDSS shall ensure the availability of large print, Braille, and auditory aids for participants in all of the programs for which CDSS has oversight responsibility. Div. 21-115.4
Posters	MCDSS shall ensure that the most current version of posters on nondiscrimination provided by CDSS and USDA are prominently displayed in all waiting areas and reception rooms. Div. 21-107.211

The most recent version for each of the above referenced documents is:

Pub 13	"Your Rights under California Welfare Programs"	03/07
Pub 86	"Everyone is Different, but Equal Under the Law"	03/07
Form AD 475B	"And Justice for All"	12/99

Contact your program consultant to receive the most recent versions, or download the Pub 13 from the CRB website http://www.dss.cahwnet.gov/civilrights/YourRights_498.htm.

IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES

The Americans with Disabilities Act (ADA) requires public accommodations to provide goods and services to people with disabilities on an equal basis with the rest of the general public. The goal is to afford every individual the opportunity to benefit from the services available. The federal regulations require that architectural and communication barriers that are structural must be removed in public areas of existing facilities when their removal is readily achievable; in other words, easily accomplished and able to be carried out without much difficulty or expense.

The facility review is based on four priorities supported by the ADA regulations for planning achievable barrier removal projects. The priorities include ensuring accessible approach and entrance to the facility, access to goods and services, access to restrooms, and any other measures necessary.

Note that the references to the Americans with Disabilities Act Accessibility Guidelines (ADAAG) in the Corrective Action column refer to the federal Standards for Design. Title 24 of California Code and Regulations (T24 CCR) is also cited because there are instances when California state law is stricter than ADAAG specifications.

The county must ensure that programs and activities are readily accessible to individuals with disabilities. This includes building accessibility and availability of accessible parking as well as accessibility of public telephones and restrooms.

A1. Findings and Corrective Actions

Regulations cited are from the Title 24, California Code of Regulations (T24 CCR) and ADAAG.

Facility Location: 41969 Hwy 41, Suite B, Oakhurst, CA

Facility Element	Findings	Corrective Action
Parking	Van-accessible freestanding sign is too low at 78".	Sign height shall be 80" minimum from bottom of sign to top of finish grade. (CA T24 1129B.5, ADA 4.6.5) p 133
Main entrance	Door pressure is excessive at 10 lbs.	Force to open doors, exterior and interior is 5 pounds maximum (CA T24 1133B.2.5, ADA 4.13.11(2)(a) & (b)) p 195
Client lobby	Lobby counter is too high at 42".	Height of accessible tables or counters is between 28" – 34" from floor finish. (CA T24 1122B.4, ADA 4.32.4) p 349
Client Interview room	The room does not have the required turnaround space of 180 degrees in a 60" diameter or T-shaped space for wheelchair to turn.	Wheelchair Turning Space is a minimum space for a wheelchair to turn 180 degrees in a 60" diameter or T-shaped space. (CA T24 1118B.3, ADA 4.2.3) p 217
Drinking Fountain	Drinking fountain is located in hallway shared with other tenants (Visitor's Bureau). Fountain does not provide for knee space of 27" from floor.	Clearance for knee and toe space must be as follows: Height of clear space: 27" min., Depth of clear space 8" min. Width of clear space 30" (CA T24 1117B.1, ADA 4.15.1) p 230

	Fountain spout is too high at 37" off the floor.	The spout is located within 6" of the front edge and 36" of the floor. The water stream is parallel to the front edge of the fountain. (CA T24 1115B.2.1.5.3, ADA 4.15.2) p 213
Restroom	The Men's and Women's restrooms are not accessible to a disabled client. The county refers clients to the ADA compliant unisex restroom in the Yosemite Visitor's Bureau next door. This creates an undue hardship on disabled clients who have to travel outside and then into the office next door.	<p>The CWD shall ensure that programs and activities are readily accessible to individuals with disabilities. Div 21-111.1</p> <p>The accessible route shall, to the maximum extent feasible, coincide with the route for the general public. (CA T24 1114B.1.2)</p> <p>When public areas (e.g., reception areas, waiting rooms, interview booths, public restrooms, and public drinking fountains) are provided, they shall be accessible to individuals with disabilities and identified by the international symbol of accessibility in compliance with Title 24 of the California Code of Regulations. Div 21-111.2</p> <p>Where separate facilities are provided for nondisabled persons of each sex, separate facilities shall be provided for persons with disabilities of each sex also. Where unisex facilities are provided for persons without disabilities, at least one unisex facility shall be provided for persons with disabilities within close proximity to the non-accessible facility. (CA T24 1115B.2)</p>

A2. Facility Location: 125 S Second St., Chowchilla, CA

Facility Element	Findings	Corrective Action
Main Entrance	Repeat finding: There is no international symbol of accessibility (ISA) designating the facility as accessible for persons with disabilities.	A sign with the international symbol of accessibility shall be at every primary entrance and every major junction indicating the direction along or to accessible features. (CA T24 1127B.3, ADA 4.1.3(16B), CA T24 1117B.5.8.1.2) pp 183, 353
Client lobby	The Braille Pub 13 was not available at the reception desk.	Pamphlets supplied by CDSS entitled "Your Rights Under California Welfare Programs" shall be made available in all CWD waiting rooms and reception areas and shall be distributed and explained to each applicant/recipient at intake and reinvestigation of eligibility. The pamphlets shall be in the primary languages of the CWD's applicant/recipient population including alternate formats (e.g., Braille, cassette tapes, large print, etc.). (Div 21-107.221)
Client Interview Room	The room does not have the required turnaround space of 180 degrees in a 60" diameter or T-shaped space for wheelchair to turn.	Wheelchair Turning Space is a minimum space for a wheelchair to turn 180 degrees in a 60" diameter or T-shaped space. (CA T24 1118B.3, ADA 4.2.3) p 217
Emergency egress	Alarm is audible but there is no visual.	If emergency warning systems are required, they shall activate a means of warning the hearing impaired. (CA T24 1114B.2.4, ADA 4.28.1) p 221
Unisex Restroom	There is only one restroom designated unisex. Soap dispenser is too high at 49".	If towel, sanitary napkins, waste receptacles, and other similar dispensing and disposal fixtures are provided, at least

		one of each type is located with all operable parts, including coin slots, at a maximum height of 40". (CA-ACRM 1115B.9.2 and CA-ACRM 1115B.9.1.2, ADA 4.19.6) p 269
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A3. Facility Location: 441 E. Yosemite, Madera, CA

Facility Element	Findings	Corrective Action
Parking	<p>1. There is no "unauthorized parking" signage at entrance to off-street accessible parking.</p> <p>2. There was one accessible parking space. There was no van-accessible space.</p> <p>3. No accessible signage on wall.</p>	<p>1. Sign shall be posted in conspicuous place at entrances to off-street parking facilities, or adjacent to and visible from each space. Sign shall be 17" by 22" min. in size with lettering 1" min. high, stating: "Unauthorized vehicles parked in designated accessible spaces not displaying distinguishing placards or license plates issued for persons with disabilities may be towed away at owner's expense. Towed vehicles may be reclaimed at _____ or by telephoning _____." (CA T24 1129B.5) p 133</p> <p>2. One in every 8 accessible spaces (no less than 1) shall be designated van accessible. (CA T24 1129B.4.2, ADA 4.1.2(5)(b)) pp 135, 136</p> <p>Van-accessible spaces shall have a sign "Van-Accessible" mounted below the symbol of accessibility. Such signs shall be located so they cannot be obscured by a vehicle parked in the space. (CA T24 1129B.5, ADA 4.6.4) p 133</p> <p>3. Wall signage shall be centered 36" minimum above grade, ground, or sidewalk at</p>

	<p>4. Accessible space was too short at 17 ½".</p> <p>5. There was no access aisle next accessible space.</p> <p>6. Accessible space was far from primary entrance.</p> <p>7. The words "No Parking" were not painted on pavement in access aisles.</p> <p>8. Persons are forced to walk behind vehicles other than their own.</p>	<p>the interior end of space. (CA T24 1129B.5) p 133</p> <p>4. Length of Van-accessible parking space shall be at least 18' long, 9' wide. (CA T24 1129B.4.1) p 135</p> <p>5. Van access aisle shall be 18' x 8' minimum on passenger side. (CA T24 1129 B.4.1, ADA 4.6.3) p 135</p> <p>6. Accessible parking spaces shall be located as near as practical to a primary entrance and shall have required spaces according to (CA T24 1129B.1, ADA 4.1.2(5)(a)) p 132</p> <p>7. The words "NO PARKING" shall be painted on the ground in each 5' or 8' loading and unloading access aisle in white letters no smaller than 12". (CA T24 1129B.4.1 & 2) p 135</p> <p>8. Persons with disabilities shall not be forced to go behind parked cars except their own. (CA T24 1129B.4.3) (<i>hardship exception, p 136</i>)</p>
Main Entrance	<p>No international symbol of accessibility (ISA) designating the facility as accessible for persons with disabilities.</p>	<p>A sign with the international symbol of accessibility shall be at every primary entrance and every major junction indicating the direction along or to accessible features. (CA T24 1127B.3, ADA 4.1.3(16B), CA T24 1117B.5.8.1.2) pp 183, 353</p> <p>Characters, symbols and their backgrounds have a non-glare finish. Characters and symbols contrast with their background, either light characters on a dark</p>

		background or dark characters on a light background. (CA T24 1117B.5.2, ADA 4.30.5) p 355
Door	<p>There were two sets of doors from parking lot. First door pressure is excessive at 10 lbs.</p> <p>Second door pressure is also excessive at 20 lbs.</p> <p>Second door closes in less than 3 seconds.</p>	<p>Force to open doors, exterior and interior is 5 pounds maximum (CA T24 1133B.2.5, ADA 4.13.11(2)(a) & (b)) p 195</p> <p>Door Closer (if present) must be set so it takes at least 3 seconds to close from an open position of 70 degrees to a point 3" from the latch. (CA T24 1133B.2.5.1, ADA 4.13.10) p 199</p>
Lobby	Pub 86, Poster: Everyone is Different, but Equal Under the Law was not current.	<p>The most recent version of Pub 86 is 03/07.</p> <p>Posters on nondiscrimination provided by CDSS shall be prominently displayed in all waiting rooms and reception areas. The county welfare department shall place on the posters the name, office telephone number, and office address of the person(s) in the CWD who is responsible for processing discrimination complaints. Posters dealing specifically with nondiscrimination in the Food Stamp Program shall be prominently posted in all certification and issuance offices. Div.21-107.211</p>
Client Interview room	The room does not have the required turnaround space of 180 degrees in a 60" diameter or T-shaped space for wheelchair to turn.	Wheelchair Turning Space is a minimum space for a wheelchair to turn 180 degrees in a 60" diameter or T-shaped space. (CA T24 1118B.3, ADA 4.2.3) p 217

Men's Restroom	No accessible signage on the door, and on the wall, adjacent to the latch side of the door.	<p>Door sign and wall sign shall be 60" above the floor.</p> <p>For permanent identification, the sign shall be installed on the wall adjacent to latch outside of door. If there is no space, including at double leaf doors, the sign shall be placed on nearest adjacent wall, preferably on the right. (CA T24 1117B.5.7, ADA 4.30.6) p 263</p> <p>Raised characters shall be raised 1/32" minimum and shall be Sans Serif upper case characters accompanied by Grade 2 Braille. (CA T24 1117B.5.5.1, ADA 4.30.4) p 263</p>
Door	Door pressure is excessive at 13 lbs.	Force to open doors, exterior and interior is 5 pounds maximum (CA T24 1133B.2.5, ADA 4.13.11(2)(a) & (b)) p 195
Stall	Accessible urinal is too high at 25".	Rim height shall be a maximum of 17" in height above the floor. (CA T24 1115B.2.1.1.1, ADA 4.18.2) p 265
Sink	<p>The pipes under the sink need to be insulated or covered.</p> <p>Paper towel dispenser is too high at 57".</p>	<p>Hot water and drain pipes are insulated or covered. No sharp or abrasive surfaces under lavatories. (CA T24 1115B.2.1.2.2, ADA 4.19.4) p 267</p> <p>If towel, sanitary napkins, waste receptacles, and other similar dispensing and disposal fixtures are provided, at least one of each type is located with all operable parts, including coin slots, at a maximum height</p>

	Accessible stall had no door handle.	<p>of 40". (CA-ACRM 1115B.9.2 and CA-ACRM 1115B.9.1.2, ADA 4.19.6) p 269</p> <p>Locking/Latching Doors: If hand-operated, to be operable with a single effort (e.g.; lever, panic bar, push/pull) (CA T24 1133B.2.5.2, ADA 4.13.9) p 197</p>
Women's Restroom	No accessible signage on door and on the wall, adjacent to the latch side of the door.	<p>Door sign and wall sign shall be 60" above the floor.</p> <p>For permanent identification, the sign shall be installed on the wall adjacent to latch outside of door. If there is no space, including at double leaf doors, the sign shall be placed on nearest adjacent wall, preferably on the right. (CA T24 1117B.5.7, ADA 4.30.6) p 263</p> <p>Raised characters shall be raised 1/32" minimum and shall be Sans Serif upper case characters accompanied by Grade 2 Braille. (CA T24 1117B.5.5.1, ADA 4.30.4) p 263</p>
Door	Force to open door is excessive at 12 lbs.	Force to open doors, exterior and interior is 5 pounds maximum (CA T24 1133B.2.5, ADA 4.13.11(2)(a) & (b)) p 195
	Paper towel dispenser, waste receptacle and mirror base are too high at 41".	If towel, sanitary napkins, waste receptacles, and other similar dispensing and disposal fixtures are provided, at least one of each type is located with all operable parts, including coin slots, at a maximum height of 40". (CA-ACRM 1115B.9.2 and CA-ACRM 1115B.9.1.2, ADA 4.19.6) p 269

V. PROVISION FOR SERVICES TO APPLICANTS AND RECIPIENTS WHO ARE NON-ENGLISH-SPEAKING OR WHO HAVE DISABILITIES

Counties are required by Division 21 to ensure that effective bilingual/interpretive services are provided to serve the needs of the non-English-speaking population and individuals with disabilities without undue delays. Counties are required to collect data on primary language and ethnic origin of applicants/recipients (identification of primary language must be done by the applicant/recipient).

Using this information, a county may determine 1) the number of public contact staff necessary to provide bilingual services, 2) the manner in which they can best provide interpreter services without bilingual staff and 3) the language needs of individual applicants/recipients. Counties must employ an appropriate number of certified bilingual public contact employees in each program and/or location that serves a substantial number of non-English-speaking persons. In offices where bilingual staff are not required because non-English-speaking persons do not represent a substantial number, counties must provide effective bilingual services through interpreter or other means.

Counties must also provide auxiliary aids and services, including Braille material, taped text, qualified interpreters, large print materials, telecommunication devices for the deaf (TDD's), and other effective aids and services for persons with impaired hearing, speech, vision or manual skills. In addition, they must ensure that written materials be available in individuals' primary languages when the forms and materials are provided by CDSS, and that information inserted in notices of action (NOA) be in the individuals' primary language.

A. Findings from Program Manager Surveys, Staff Interviews and Case File Reviews

Question	Yes	No	Some-times	Comments
Does the county identify a client's language need upon first contact? How?	X			Client is asked to identify their primary language at initial visit. Client indicates on application form and Documentation of Language Preference Form MAD 519.
Does the county use a primary language form?	X			Language Preference Form MAD 519.
Does the client self-declare on this form?	X			
Are non-English- or limited- English-speaking clients provided bilingual	X			County has bilingual staff available for non-English and limited-English speaking clients.

Question	Yes	No	Some-times	Comments
services?				
After it has been determined that the client is limited-English or non-English speaking, is there a county process for procuring an interpreter?	X			Staff can contact the Program Manager to arrange for an interpreter. If an interpreter is not readily available staff complete a MAD-591 to request an interpreter.
Is there a delay in providing services?	X			Per staff interviewed, staff indicated that there could be a delay of 3-4 days to a week.
Does the county have a language line provider, a county interpreter list, or any other interpreter process?	X			County has a process where they contact the Program Manager for an interpreter.
Are county interpreters determined to be competent?	X			Employees are certified through Merit Systems.
Does the county have adequate interpreter services?		X		Per staff interviewed a delay of 3-4 days to a week to provide an interpreter is not adequate.
Does the county allow minors to be interpreters? If so, under what circumstances?	X			Minors would only be used temporarily under very narrow and extenuating circumstances, such as to determine the language of the adult, so that an appropriate interpreter can be obtained.
Does the county allow the client to provide his or her own interpreter?	X			Only if client wishes to use their own interpreter.
Does the county ensure that the client-provided interpreter understands what is being interpreted for the client?	X			Client is informed of potential problems of effective communication when they choose to provide their own interpreter on site. Interpreters are held to the same confidentiality standards as caseworkers.

Question	Yes	No	Some-times	Comments
Does the county use the CDSS-translated forms in the clients' primary languages?	X			All forms utilized are specific to client's language preference.
Is the information that is to be inserted into NOA translated into the client's primary language?	X			Any information that is inserted into NOA is translated into the client's primary language.
Does the county provide auxiliary aids and services, TDD's and other effective aids and services for persons with impaired hearing, speech, vision or manual skills, including Braille material, taped text, large print materials (besides the Pub 13)?		X		The Braille Pub 13 was not available at the reception desk in the Chowchilla office.
Does the county identify and assist the client who has learning disabilities or a client who cannot read or write?	X			Staff interviewed all stated that they would assist client by reading to them and or assisting them in completing forms.
Does the county offer screening for learning disabilities?	X			In the Employment Services.
Is there an established process for offering screening?	X			It is offered to all clients in Employment services.
Is the client identified as having a learning disability referred for evaluation?	X			A client would be referred to the Vocational Rehabilitation Worker.

B. Corrective Actions

Area of Findings	Corrective Actions
Effective Services	MCDSS must develop and implement a policy that identifies the process to ensure effective services to

Area of Findings	Corrective Actions
	applicants and recipients who are non-English speaking or who have disabilities. Div. 21-115
Timely Services	MCDSS must ensure that bilingual/interpretive services are prompt and without undue delay. Div. 21-115
Auxiliary Aids	MCDSS shall ensure the availability of auxiliary aids and services to persons who are deaf or hearing impaired, or persons with impaired speech, vision or manual skills where necessary to afford such persons an equal opportunity to access program services. Div 21-115.41

VI. DOCUMENTATION OF APPLICANT/RECIPIENT CASE RECORDS

Counties are required to ensure that case records document applicant's/recipient's ethnic origin and primary language, the method used to provide bilingual services, information that identifies an applicant/recipient as disabled, and an applicant's/recipient's request for auxiliary aids and services.

A. Findings from Case File Reviews and Staff Interviews

Documented Item	Adult Programs	CalWORKs	Non-Assisted Food Stamps	IHSS
Ethnic origin documentation	Referral Sheet SOC 295	SAWS1	SAWS1	SOC 295 CMIPS
Primary language documentation	Referral Sheet	MAD 519	MAD 519	Case narrative
Method of providing bilingual services and documentation	Case narrative	Case narrative	Case narrative	Case narrative
Client provided own interpreter	None found in case sample.	None found in case sample.	None found in case sample.	None found in case sample.
Method to inform client of potential problem using own interpreter	None found in case sample.	None found in case sample.	None found in case sample.	None found in case sample.

Documented Item	Adult Programs	CalWORKs	Non-Assisted Food Stamps	IHSS
Release of information to Interpreter	None found in case sample.	None found in case sample.	None found in case sample.	None found in case sample.
Individual's acceptance or refusal of written material offered in primary language	MAD 519	MAD 519	MAD 519	MAD 519
Documentation of minor used as interpreter	None found in case sample.	None found in case sample.	None found in case sample.	None found in case sample.
Documentation of circumstances for using minor interpreter temporarily	None found in case sample.	None found in case sample.	None found in case sample.	None found in case sample.
Translated notice of actions (NOA) contain translated inserts	Case narrative	Case file	Case file	Case file
Method of identifying client's disability	Case narrative	SOF	SOF	SOF
Method of documenting a client's request for auxiliary aids and services	Case narrative	Case narrative	Case narrative	Case narrative

VII. STAFF DEVELOPMENT AND TRAINING

Counties are required to provide civil rights and cultural awareness training for all public contact employees, including familiarization with the discrimination complaint process and all other requirements of Division 21. The training should be included in orientation, as well as the continuing training programs.

A. Findings

Interview questions	Yes	No	Some-times	Comments
Do employees receive continued Division 21 Training?	X			On annual basis training is provided to staff,
Do employees understand the county policy regarding a client's rights and procedure to file a discrimination complaint?	X			All staff interviewed understood the procedure for client's to file a discrimination complaint.
Does the county provide employees Cultural Awareness Training?	X			County provides a 2 ½ hour class on cultural awareness.
Do the CSW's have an understanding of MEPA (Multi-Ethnic Placement Act)?	X			
Do the employees seem knowledgeable about the predominant cultural groups receiving services in their area?	X			Employees are aware and knowledgeable concerning the predominant cultural group in their area.

VIII. DISCRIMINATION COMPLAINT PROCEDURES

Counties are required to maintain a process for addressing all complaints of discrimination. They must track complaints of discrimination through the use of a control log in which all relevant information is kept, including when the complaint was received, the name of the complainant, identifying numbers and programs, basis of discrimination, and resolution. It is usually the Civil Rights Coordinator responsibility to maintain this log.

A. Findings from Staff Interviews and Program Manager Surveys

Interview and review areas	Yes	No	Some-times	Findings
Can the employees easily identify the difference	X			Staff were able to differentiate the difference

Interview and review areas	Yes	No	Some-times	Findings
between a program, discrimination, and a personnel complaint?				between the program, discrimination, and a personnel complaint.
Did the employees know who the Civil Rights Coordinator is?	X			
Did the employees know the location of the Civil Rights poster showing where the clients can file a discrimination complaint?		X		Not all staff interviewed were aware of the location of the poster.
When reviewing the complaint log with the Civil Rights Coordinator, was it complete and up to date?	X			

B. Corrective Action

Element	Corrective Action
Civil Rights Coordinator	MCDSS shall ensure that staff is knowledgeable regarding contact information of the civil rights coordinator, at minimum, where the information can be located. Div. 21-117 and 21-107.21

IX. CONCLUSION

The CDSS would like thank Mr. Terry Hurt, Civil Rights Coordinator, for his coordination, assistance, and cooperation during the review. All staff were friendly and very helpful during the on-site review, and the interviewed staff were open, informative and a pleasure to interview.

The CDSS found the Madera County Department of Social Services in overall compliance with CDSS Division 21 Regulations and other applicable state and federal laws, with the exceptions of a couple of repeat findings from 2006 and findings listed in this report.

The Madera County Department of Social Services must remedy the deficiencies identified in this report by taking corrective actions. A corrective action plan must be received by CDSS within 60 days of the date of the cover letter to this report; and the plan must include a schedule by which all actions will be taken to correct the deficiencies.

It is our intent that this report be used to create a positive interaction between the county and CDSS in identifying and correcting compliance deficiencies and to provide the county with an opportunity to implement corrective action to achieve compliance with Division 21 regulations. Civil Rights staff are available to provide technical assistance as requested.